



Bureau of Automotive Repair



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STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF AUTOMOTIVE REPAIR
CONSUMER ASSISTANCE PROGRAM

REPAIR ASSISTANCE – FREQUENTLY ASKED QUESTIONS

Where can I go to get my vehicle repaired?

Only Gold Shield repair stations are authorized to repair vehicles participating in CAP. A list of authorized Gold Shield stations is available online at the Consumer Assistance Program (CAP) link located in the "Quick Hits" section at www.smogcheck.ca.gov or by calling **800.952.5210**.

If I take my vehicle to a non-Gold Shield repair station, will CAP provide financial assistance toward the cost of repairs?

No, CAP is only authorized to pay for repairs that are completed by Gold Shield repair stations under agreement with BAR.

What cost am I initially responsible for?

Participation in Repair Assistance requires that as a co-payment, you must pay the total costs associated with the testing and diagnosis of the emissions-related failures for your vehicle. The payment shall be made directly to a Gold Shield station that has entered into an agreement with CAP to perform state subsidized emissions- related repair work.

What other charges will I be responsible for?

The certificate of compliance (\$8.25) and any repairs you authorize beyond the \$500 CAP benefit.

What do stations charge for diagnosis, testing, and repairs?

Gold Shield stations are independently owned and operated, the hourly rate they charge and the time required to perform the repairs varies. You should obtain more than one estimate prior to authorizing testing or repairs to ensure you get the best price and value.

Will I be reimbursed for repairs that helped my vehicle pass Smog Check prior to applying with CAP?

No, CAP cannot reimburse you for tests or repairs performed.

Why does the station test and diagnose my vehicle before making repairs?

CAP stations are responsible for verifying and documenting the current condition of the vehicle as it relates to the smog check failure, before repairs are made.

Can a Gold Shield station decline to work on my vehicle?

Gold Shield stations have the discretion of not accepting vehicles for any of the following reasons:

- The vehicle is inaccessible, unsafe or untestable
- The station does not have the expertise to diagnose and repair your specific vehicle; or
- The vehicle owner is uncooperative or unwilling to work within CAP guidelines

What types of repairs are covered?

CAP will only pay for emissions-related repairs.

What types of repairs are not covered by CAP?

CAP will not pay for non-emissions related repairs or regularly scheduled maintenance items unless it is the direct cause of the emissions failure. Non-reimbursable items include:

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| • Additives | • Mufflers |
| • Air filters | • Oil change and oil filters |
| • Batteries | • Oil and fluid top-offs |
| • Body repairs | • Oil Treatments |
| • Brakes | • Radiators |
| • Charging and starting system | • Repairs performed after the vehicle is certified |
| • Cooling system flushes | • Safety related equipment (i.e. air bags, seat belts) |
| • Fuel | • Suspension |
| • Fuel filters | • Tailpipes |
| • Glass repairs | • Tires |
| • Heating Ventilation and Air Conditioning repairs | • Top engine cleaning |
| • Injection flushes | • Transmission flushes |
| • Motor and transmission mounts | • Water pumps |

What are my options if the repairs exceed what CAP can pay?

- You may continue with the repair process and pay for additional repair costs yourself.
- You may be eligible for the CAP Vehicle Retirement option.
- You may be eligible for a one time repair cost waiver through the Referee. Please talk with your Gold Shield station about this option.

Is there a deadline for repairing my vehicle through CAP?

Yes, repairs on your vehicle must start before the expiration date indicated on your *Letter of Eligibility*.

Where can I get more information?

Visit the Bureau of Automotive Repair's (BAR) Web site **www.smogcheck.ca.gov** or call CAP at **866.272.9642**. CAP hours of operation are Monday through Friday, 8:00 a.m. to 4:50 p.m. Please note that BAR offices are closed on Saturdays, Sundays, and state holidays.